



Press release

Paris, 14 June 2021

Opening of a claims management unit near Grenoble

Crédit Agricole Assurances strengthens its regional presence and announces the creation of around 100 jobs

Pacifica, Crédit Agricole Assurances' Property & Casualty subsidiary, has announced the opening of a claims management unit at the Centr'Alp 2 industrial estate at Moirans (38), close to Grenoble. With this new site, Crédit Agricole Assurances will create around 100 jobs in the region thereby reaffirming its support for the regions and their local economies.

The opening of this claims management unit will provide closer contact and more responsive claims management to the policyholders of Pacifica and Crédit Agricole Sud Rhône Alpes, to accompany and support them during these difficult times. The quality of the offers and of the advice given to customers and the staff's commitment to excellence in their relations with customers are at the heart of their performance. Thus, at the end of 2020, Pacifica had managed more than 1.2 million claims with a satisfaction rate of 93%.

Under the partnership between Pacifica and Crédit Agricole Immobilier announced last April, these new "low carbon" offices are part of a virtuous building approach in terms of energy efficiency and environmental impact, targeting the most demanding labels and certifications on the market.

For Jean-Pierre Gaillard, Chairman of Crédit Agricole Sud Rhône Alpes: *"Our purpose is to be useful to our regions and their inhabitants, as reflected in our 'raison d'être': Acting each day in the interests of our customers and of society. This project will naturally contribute to our customers' satisfaction but it will also contribute to the development of our region, which is perfectly in keeping with our values and we are proud to be able to play a part."*

Thierry Langrenay, Deputy Managing Director of Crédit Agricole Assurances and Managing Director of Pacifica, concluded: *"The opening of this new claims management site strengthens our presence in the regions, to support Crédit Agricole's regional banks, to contribute to customer satisfaction. At term, our Grenoble site will count over 100 new employees, reflecting our unfailing endeavours to support the economy"*.

About Crédit Agricole Assurances

Crédit Agricole Assurances is France's leading insurer and comprises the insurance subsidiaries of Crédit Agricole. The group offers a range of savings, retirement, health, personal protection and property insurance products and services. They are distributed by Crédit Agricole Group banks in France and in 9 countries worldwide, by wealth management advisors and general agents. Crédit Agricole Assurances companies serve individual customers, professional clients, farmers and businesses. Crédit Agricole Assurances has 5,100 employees. It reported 2020 revenues of €29.4 billion (IFRS). www.ca-assurances.com

About Crédit Agricole Sud Rhône Alpes

A bankinsurer with more than 760,000 customers, Crédit Agricole Sud Rhône Alpes serves the Isère, Drôme, Ardèche and South-East Lyon regions. Upheld by its cooperative and mutual fundamentals (more than 365,000 members), it serves individuals, companies, local authorities and non-profits and fulfils its role as the leading lender in its region.

Its commitment to society and its values of Proximity - Solidarity - Responsibility drive its daily action: rising to the major challenges facing society, helping local economic players with their transformation, supporting young people and banking inclusion, a local presence contributing to the life of all its regions. Its 'raison d'être': "Acting every day in your interest, and that of society".

View our press releases at <https://ca-sra.fr/espace-presse>

Press contacts

Françoise Bololanik + 33 (0)1 57 72 46 83 / +33 (0)6 25 13 73 98

Géraldine Duprey + 33 (0)1 57 72 58 80 / 07 71 44 35 26

service.presse@ca-assurances.fr